

YORK UNIVERSITY
Liberal Arts & Professional Studies
Operations Management
Summer (SU) 2023, AP/ADMS **3351 Section D** (Online)
Cross-listed as AP/ECON 3120

Course Information

Course Instructor: Dr. Mustafa Karakul

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Course Days & Time: Thursday

7:00 pm – 10:00pm

Thursday is selected for lecture posting day.

Class Location: Online delivery

Course eClass site:

<https://eClass.yorku.ca/>

Prerequisite

AP/ADMS 2320 3.0 (or AP/ECON 2500 3.0)

Tutorials

Tutorial video sessions will be posted on the course eClass site. Further information will be posted on the course eClass site.

Course Overview

Course Description

Management of operations in today's business environment usually involves mathematical and statistical modeling. This course provides a working understanding of the operations management models and techniques such as process analysis, quality management, aggregate planning, inventory control, and material requirements planning.

Course Learning Objectives

By the end of this course, students will be able to:

- Effectively utilize a series of quantitative techniques in real world scenarios
- Provide strategic direction using analytics and problem-solving skills.
- Be proficient in displaying quantitative outcomes both visually and numerically.
- Gain an in-depth understanding of process analysis, quality management, aggregate planning, inventory control, and material requirements planning.

Course Format and Organization

This course is delivered asynchronously. Pre-recorded PowerPoints will be made available that will cover the material much like the in-class environment. Students are expected to review lecture material each week and practice questions from the textbook.

On the first lecture scheduled below we will hold a ZOOM session, details of which will be posted on our eClass site “Announcements” section. On this ZOOM session, we will discuss the course outline and the mechanics of how the course will be conducted.

After the first week, the related material such as audio/video lecture files and/or lecture notes for each online class scheduled below will be posted on the eClass site a week in-advance. Students are expected to go over the audio/video files, read the chapter(s) and go over the lecture notes before the scheduled class time. There will be NO synchronous ZOOM classes except the professor might schedule office hours before the Term Tests and the Final Exam.

Technical Requirements

Students who are enrolled in this course must have access to internet, a laptop or desktop computer with a camera and microphone, and/or a smart device with these features. Students who are enrolled in this course will be expected to use ZOOM software to attend occasional meeting/s.

Students must have a stable Internet connection, or they will be facing significant challenges throughout the course.

During test/exam students may be asked to turn on camera for confirmation of identity. Here are some useful links for student computing information, resources, and help:

Several platforms will be used in this course (e.g., eClass, Zoom, etc.) through which students will interact with the course materials, the course director/TA, as well as with one another.

It is your decision to enrol in this online section. If you believe that it is highly likely that you might face one or more of the following: internet connection problem(s); laptop/computer crashing issues; fire alarm going off while you are taking a test; power outages happening in your residence; or any other related problem(s), then it might be best for you to enrol in an in-class section.

For online courses we apply the following policy strictly: Once you click on the “**Attempt the Testing Component**” link, then it means that you are signed-in and whatever work you provide will be marked. Even if you just click and quickly log out, you are still considered as you wrote that testing component. We do not accept any requests of asking us to assume that you have not attempted that testing component.

Using Zoom

Students shall note the following:

- Zoom is hosted on servers in the United States and Canada. Recordings done since May 1, 2022, are stored in Canada. For more information, please refer to the notes on [Zoom Privacy and Security](#) provided by Information Security at York.
- If you have privacy concerns about your data, provide only your first name or a nickname when you join a session.
- The system is configured in a way that all participants are automatically notified when a session is being recorded. In other words, a session cannot be recorded without you knowing about it.

Here are some useful links for student computing information, resources, and help:

- [Student Guide to eClass](#)
- [Zoom@YorkU Best Practices](#)
- [Zoom@YorkU User Reference Guide](#)
- [University Information Technology \(UIT\) Student Services](#)
- [Student Guide to eLearning at York University](#)

To determine Internet connection and speed, there are online tests, such as [Speedtest](#), that can be run. If you need technical assistance, please consult the [University Information Technology \(UIT\) Student Services](#) web page. For more specific assistance, please write to askit@yorku.ca.

Course Communication Plan and Office Hours

Communication in the course will occur through announcements and postings on the course website.

1. Please ensure you read all documentation on the course website.
2. It will be your responsibility to regularly check online posts and your email.

Office Hours

Please send your questions via email. They will be answered within 24 to 72 hours' time except for weekends. A one-on-one Zoom meeting may be set up depending on the nature of the question. Please note that emails from public email providers such as Gmail and Hotmail etc. might be caught in spam. It is best to use your York email account for this course.

There are no live/scheduled Zoom classes for this course. All material will be made available so you can view them at the most convenient time for your schedule.

Course Evaluation

Assessment	Due Date	Weight %	Course Learning Outcome
Term Test – 1 Online	See Course Schedule	30%	Assessment of knowledge pertaining to specific lectures.
Term Test- 2 Online	See Course Schedule	30%	Assessment of knowledge pertaining to specific lectures.
Final Exam Online	See Course Schedule	40%	Assessment of knowledge pertaining to specific lectures.
		100%	

General Course Policy

1. **WARNING:** Distribution or uploading of course content is STRICTLY PROHIBITED. All material is copyright protected.
2. Concerns regarding marks **will not be entertained after a week** from the release of the marks/result.
3. Students will not be allowed to write the term tests, or the final exam, unless they are enrolled in the course and have access to the eClass.
4. Please ensure you read all documentation on the course eClass site.
5. It is your responsibility to visit course eClass site on a regular basis.

6. If you have a query about the questions solved in any tutorial session, communicate directly with the tutor, if you are not satisfied with the reply of your tutor, then contact your professor.
7. Due to high volume of emails during remote learning, it might be possible that replies to your email queries might take longer than usual. Please expect no (or limited) response to your e-mails during the weekends.
8. Please note that this is an online course. The entire course, including the lectures, participation/discussion, and test/exam-taking, will take place on the course website on eClass.
 - the recordings should be used for educational purposes only and as a means for enhancing accessibility.
 - students **do not** have permission to duplicate, copy and/or distribute the recordings outside of the class (these acts can violate not only copyright laws but also [FIPPA](#)).
 - Recordings will not be available after the end of classes.
9. For some common language about academic integrity, and the online tools used to promote it, please read the section below.

Assessment Descriptions

1. The two Term Tests and the Final Examination will be held online at the same time for all students. Both Term Tests and the Final Examination are to be finished by students individually. Students may not receive assistance or coaching from other individuals or AI (Artificial Intelligence) tools while writing any test or the exam. Students found engaging in these practices will be subject to an academic dishonesty case.
2. Information concerning the Term Tests and Final Exams will be posted on course eClass site.
3. Both term tests and the final examination consist of multiple-choice questions and worded questions.
4. Each of the two Term Tests is worth 30% of your overall grade.
5. If you miss a term test, the weight of one and only one missed test (30%) will be automatically (no documents such as doctor notes needed) transferred to the final examination. If you miss both term tests, your final examination will only weigh 70%.

6. The final examination will be comprehensive if you miss any one or both term tests. That is, if you miss one term test, or both, you will be writing a final exam that includes material from the entire semester. Duration of Comprehensive Final Exam might be different than the Regular Final Exam.
7. A Cumulative Formula Sheet will be posted on your course's eClass website. You can use this formula sheet in all of your Tests/Exam.
8. **There are no alternative exam dates and times for the Term Tests.**
9. If students miss the Final Examination and have to defer the exam, the deferred exam will be a **comprehensive** examination.
10. Due to concerns regarding copyright issues, online tests (Term Tests/Final Exam) are treated as purely **assessment tools**. If you do not miss a regularly scheduled test, you will not be tested on the material covered in that test again. Hence, the feedback regarding tests will be given to students as explained in the next two points.
11. Online tests will be marked online, and the results will be posted on your course's eClass site. If you need to get markers' feedback, you will need to put a request by emailing your professor **within five days from the date the marks are posted**. Any query after five days will not be entertained. It is your responsibility to visit the eClass on regular basis.
12. After getting markers' feedback, if you are still not satisfied then you can request your professor to re-appraise the test. However, note that the whole test, not the part you like will be re-assessed, three outcomes are possible, your marks might stay the same; increase; or decrease.
13. Your solutions need to be hand-written! (Typed work not acceptable, hence will not be marked)
14. You are not allowed to use **ANY** software to solve and/or type your answers in any of your Tests/exam, if used then that will not be considered part of your Test/Exam, hence will not be marked.
15. Once you start any Testing Component (Tests or Exam) you are digitally signed for that testing component. If you quit after starting a test, then whatever you attempted will be marked and will be in your records.
16. If you need religious accommodations, please follow the York University policy/procedure, and once approved, update your professor **at least** 96 hours prior to the testing component.

17. Tests and Final Exam will all be online. For the Tests and Final Exam, you will need to upload on the eClass site a scan or photo of your work as required for each question. (Note: When the allotted time is over, eClass will automatically submit whatever work/files you have **uploaded**. *Note that the files must have been already uploaded though, and this needs to be done before the last minute (literally) of the given time.* You do not have to send an email to your professor asking to check whether or not your work/files have been uploaded. It is your responsibility to ensure they are uploaded properly within the time provided and the files are executable. Such email inquiries will not be answered.)
18. Due to strict copyright rules MCQs cannot be reviewed online. If you want to, you can apply for re-appraisal, and your professor will re-appraise it and update you of the outcome.
19. While taking your Tests/Final Exam, the problem-solving questions will be provided to you in a sequential manner. You will be asked to answer a question and submit your answer, and then move on to the next question. After you submit your answer to a question, there will be no further access to that question in the test.

Missed Tests and Exams

Read point number 5 under “Assessment Description”.

Grading

The grading scheme for this course conforms to the 9-point system used in undergraduate programs at York University. For a full description of the York grading system, visit the York University [Academic Calendar](#).

Course Schedule: Weekly Readings and Activities

Required Course Materials

F.R. Jacobs, R.B. Chase, *Operations and Supply Chain Management: The Core*, 6th Edition, McGraw-Hill Education, 2023. [ISBN: 978-1-265-07682-5]

Optional Materials

Supporting/Additional material (if any) will be posted on the course website.

Course Schedule

**Virtual day is for your planning purposes only. You can view the digital (Audio recorded) lectures at ANY time during the week as your schedule permits.*

Session	Date	Topic	Quiz/Chapters
1	May 11	Introduction to OSCM Strategy and Sustainability Projects	Ch 1 Ch 2 Ch 5
2	May 18	Projects (Cont'd) - OMIT : Earned Value Management	Ch 5
3	May 25	Manufacturing Processes	Ch 6
	June 1	No Class – Congress of the Humanities and Social Science	
4	June 8	Service Processes	Ch 7
	June 11 SUNDAY	Term Test I at 10:00 am Location: ONLINE on eClass Details: TBA	Chapters 1,2,5, and 6
5	June 15	Quality Management and Six-Sigma	Ch 10
6	June 22	Quality Management and Six-Sigma	Ch 10
	June 29	No Class – Reading Week	
7	July 6	Forecasting	Ch 3
8	July 13	Sales & Operations Planning	Ch 8
	July 16 SUNDAY	Term Test II at 10:00 am Location: ONLINE on eClass Details: TBA	Chapters 3, 7, 10
9	July 20	Inventory Management	Ch 11
10	July 27	Inventory Management (Cont'd)	Ch 11
11	August 3	Material Requirements Planning	Ch 9

Common Final Examination**

(August 17-24) (Date and time to be announced on registrar's/university website)

* If the student wrote both term tests, Coverage will be Chapters 8, 9 and 11. If a student misses a term test (or both term tests), his/her final exam will be a more balanced comprehensive exam that covers all chapters.

Relevant University / LA&PS/School Regulations

All students are expected to familiarize themselves with the following information:

- [Student Rights & Responsibilities](#)
- [Academic Accommodation for Students with Disabilities](#)
- [University & School Policies](#)

Deferred Standing

In addition to the information under the above link.

NOTE: The deferred examination will be cumulative/comprehensive and cover all material for the semester. This applies to all students writing a deferred Final Exam, including those who wrote both Test 1 and Test 2.

To be clear, deferred exams in this course will be cumulative exams.